

# Health Homes Herald

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Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

## Health Homes: More than Medical Care

Our Health Homes success story this month comes to us from the Valeo Health Home in Topeka. Neoma Felps, a Health Home Care Coordinator writes:

Towards the beginning of this program, I was assigned a “high ED utilizer.” At the time of the assignment, the lady had been to the ED roughly 30+ times in the last 12 months complaining of dental pain.

During my initial face visit with her, I brought up the ED visits. She stated “I go because of my dental pain. I have my upper dentures but I need to get what teeth I have left on the bottom pulled and dentures placed, but I don’t have the money.” At that time, I informed her that I would look into options for dental and denture help.

I had the chance to meet with a representative from United Health Care

and obtained information on a dentist nearby that was able to help. I called the member and told her of this opportunity and we agreed make an appointment.

She went to her first appointment and got all of her bottom teeth removed. She was worried when she came home about the pain, stating “they didn’t give me any pain pills except Tylenol. Tylenol doesn’t work for me, I think I may have to go to the ED to get pain pills.” Though I tried to get her to try Tylenol, her mind was made up.

The next day she called me and informed me “the ED turned me away last night, told me they no longer give out pain pills for dental pain. So I used the Tylenol and it has helped.”

Weeks have passed, her ED visits are way down, and she volunteers at Let’s Help.

I referred her to the SES (supported employment service) program at Valeo which is currently helping her find a job. She does not currently have a job, but is looking and learning.

She looks like a completely different person, and stated “I was too addicted to those pain pills. Thanks for helping me recognize that and with getting a new set of dentures.”

Fantastic work Neoma! This is an excellent example of the great work Health Homes are doing for our members.

If you have a success story that you’d like us to feature in the Health Homes Herald, please contact:

Samantha Ferencik

Email:

[sferencik@kdheks.gov](mailto:sferencik@kdheks.gov)

Phone: 785- 296-8001

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Questions?

Email: [healthhomes@kdheks.gov](mailto:healthhomes@kdheks.gov)

Phone: 1-785-296-3981



# Consumers' Frequently Asked Questions

**I am in a Health Home (HH) and I like the HH. They are helping me with my medical needs, but I don't want to do a Health Action Plan (HAP) right now though. Is this alright?**

The HAP is a key part of Health Homes; however, many times, our members have urgent medical needs that must be worked on first. The HAP should be done with the member and can wait until the member feels comfortable with the Health Home staff and the member can help in setting their own goals. Sometimes it takes time to build the trust needed to make a good HAP and that is alright.

If you have questions or just want to talk about Health Homes please contact Samantha Ferencik:

Phone : 785-296-8001 Email: [sferencik@kdheks.gov](mailto:sferencik@kdheks.gov)

## Peer Support Training for Health Home Providers

We at Wichita State's Center for Community Support and Research, through funding provided by the Kansas Department of Aging and Disability Services, provide complete training for peer support specialists in the State of Kansas. Currently, this exists in a leveled format, with Level One and Level Two trainings held separately in multiple locations throughout the state.

To attend these trainings, participants must self-identify as having faced behavioral health struggles at some point in their lives; this does not necessarily mean having received formal services or a psychiatric diagnosis. Rather, we are looking to see that participants can share of their own experiences to help others in their recovery journey.

Level One trainings are available to everyone, with priority going to those currently employed as peer support specialists or in Health Homes settings. The Level One training goes into the values and principles that guide peer support work, as well as foundations for Language of Recovery, Effective Listening and Asking Questions, Trauma Informed Systems of Care, and Sharing your Recovery Story. All participants wishing to continue with peer support training must complete and pass an examination regarding the information covered in Level One.

Level Two trainings are currently reserved for those employed by community mental health centers, Health Homes partners, those in Veterans' Services, and the Salvation Army. In Level Two, we further discuss the work of peer support, Self-Directed Wellness Tools, practical problem solving tools for use with peers, and issues currently faced by peer supporters in the workplace. Again, an examination will be offered to all participants; passing this exam provides for full certification in the State of Kansas. Those working as Health Homes providers must complete Level Two to be fully certified as a Certified Peer Specialist in the state of Kansas, per KDHE.

For more information, please visit [www.trainingteams.org](http://www.trainingteams.org), or contact Bailey Blair, LMSW, CPS, at 316-978-3564 or [bailey.blair@wichita.edu](mailto:bailey.blair@wichita.edu).



# Update from Wichita State University Center for Community Support & Research

The 1<sup>st</sup> Annual Kansas Health Home Conference is scheduled for August 11 & 12, 2015 at the DoubleTree by Hilton in Wichita.

Keynote presenters include Dr. Dan Lord, co-director of Wichita In Mind, and Dr. Jeffrey Willett, Vice President of Programs and Advocacy at the Kansas Health Foundation, with a variety of breakout sessions on everything from Medicaid 101 to the Kansas Adolescent Health Needs Assessment. Health Home Partners from across the state will take the spotlight through panel presentations on Health Promotion, Member Engagement and Provider Collaborations.

If you are a Health Home Partner and need registration information or are a vendor interested in being an exhibitor, please contact Vanessa Lohf at [vanessa.lohf@wichita.edu](mailto:vanessa.lohf@wichita.edu) for more information. We are looking forward to seeing you there!

## Health Homes Tips and Tricks

Our Health Homes Tip of the Month comes to us from Monica Flask from HealthCore Clinic Health Home. Monica notes that their Health Home has a number of recent immigrants where there is a bit of a language barrier. To deal with this barrier, Monica provides the following tips:

When working with members for whom English is not their first language, we often can communicate enough to get a basic message across, but we can't explain everything we'd really like them to know about Health Homes. Concepts like "coordination of services" just seems to be too foreign to this group. Our latest strategy is to use the following phrase: "Your insurance would like us to work with you to get healthy and stay healthy". We've had a bit of initial success with this approach and hope to build on this tactic in the future.

Great job of identifying a problem and taking steps to meet your members where they are! We know that our members are sometimes difficult to serve, for a variety of reasons. If other Health Homes have encountered the language barrier and have additional insight on this issue, we would welcome your thoughts and ideas. We appreciate Monica bringing this important issue to the forefront.

If you have ideas, tips, tricks or strategies that you'd like to share, please contact Samantha Ferencik at: Phone : 785-296-8001 Email: [sferencik@kdheks.gov](mailto:sferencik@kdheks.gov)



# Back to School Vaccinations

The Centers for Disease Control and Prevention (CDC) reports that school-age children, from preschoolers to college students, need vaccines.

Making sure that children receive all their vaccinations on time is one of the most important things you can do as a parent to ensure your children's long-term health — as well as the health of friends, classmates, and others in your community.

The CDC has online resources and tools to help parents and doctors make sure all kids are up to date on recommended vaccines and protected from serious diseases. Get your children to the doctor if you discover they need vaccines to protect them from serious disease.

It's true that some vaccine-preventable diseases have become very rare thanks to vaccines. However, cases and outbreaks still happen. The U.S. experienced a record number of measles cases during 2014, with

668 cases from 27 states reported to the CDC's National Center for Immunization and Respiratory Diseases (NCIRD). This is the greatest number of cases since measles elimination was documented in the U.S. in 2000. From January 1 to June 26, 2015 there have been 178 cases of measles and 5 outbreaks reported in the United States.

From January 1 to July 10, 2015, almost 9,000 cases of whooping cough have been reported to the CDC by all 50 states, Washington, D.C., and Puerto Rico.

Outbreaks of whooping cough at middle and high schools can occur as protection from childhood vaccines fades. Those who are vaccinated against whooping cough but still get the disease are much more likely to have a mild illness compared to those who never received the vaccine.

During the early years of life, your children need vaccines to

protect them from 14 diseases that can be serious, even life-threatening. Parents who choose not to vaccinate their children increase the risk of disease not only from their own children, but also for other children and adults throughout the entire community.

To learn more the benefits of vaccines please visit:

<http://www.cdc.gov/features/catchupimmunizations/index.html>

Parents can find out what vaccines their children need and when the doses should be given by reviewing the CDC's recommended Childhood Immunization Schedule here:

<http://www.cdc.gov/vaccines/schedules/easy-to-read/child.html#print>

## Questions?

If you have questions, or would like more information about Health Homes in Kansas, please contact us. Our page on the KanCare website also contains information about the Health Homes project and documents are being updated regularly.

Phone: 785- 296-3981

Email: [healthhomes@kdheks.gov](mailto:healthhomes@kdheks.gov)

Website: [http://www.kancare.ks.gov/health\\_home.htm](http://www.kancare.ks.gov/health_home.htm)

